

2022  
**LIBRARY**  
**SURVEY**

Graduate Students,  
Distance Education Data Brief

**Assessment Committee Members**

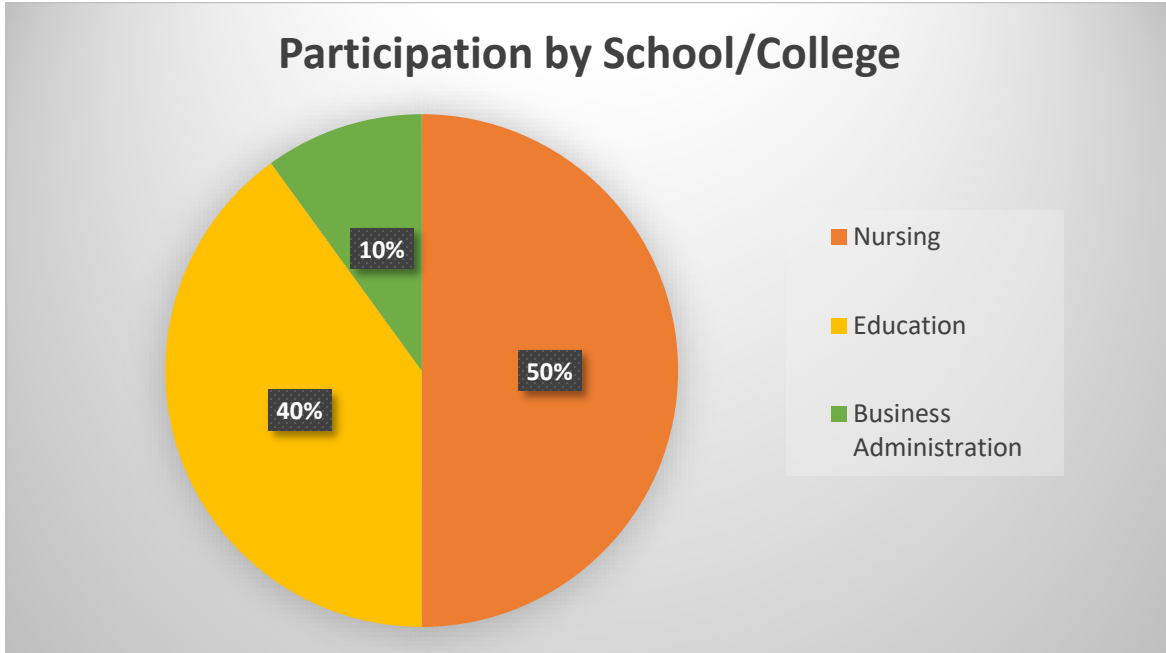
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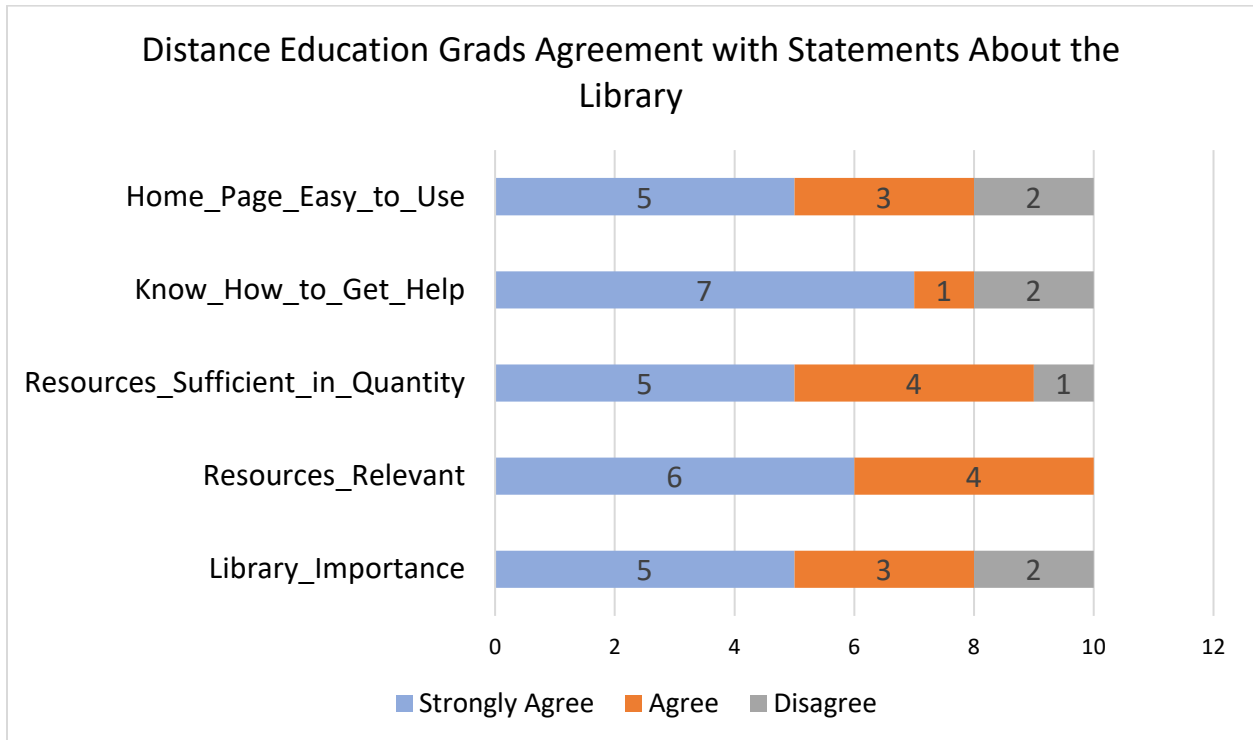
## General Distance Education Graduate Student Demographic Data

A total of **10** distance education graduates responded to the survey. All of them were white; none of them were first-generation college students.



## Agreement with Statements About the Library

**Question:** Please rate your level of agreement with the following statements.



### Summary

Overall, distance education graduates agree that the Clark Library is an important part of their UP experience; one DNP student and one MBA student disagreed. All of the respondents agreed that the resources are relevant to their studies, and all but one (the MBA student) agreed that the resources are sufficient in quantity. A Post Masters Education student and the MBA student disagreed that they know how to get help. Most of the students agreed that the library home page is easy to use, except for an MA HESA Education student and the same MBA student.

### Comments:

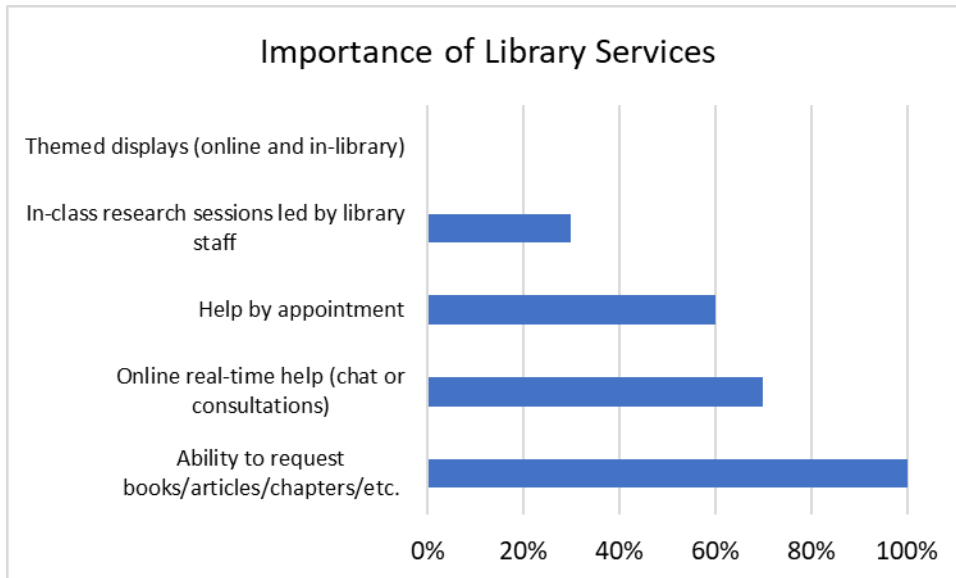
“I really don’t understand the organization of the left-hand menu.” (MA HESA)

“I would really love access to UpToDate for my graduate studies as a nurse practitioner. This program is essential to my education and practice. I had to pay about \$200 out of pocket for this and feel that it should be included in my tuition.” (DNP)

“Every time a professor puts something on digital reserve, I struggle to remember how to access it.” (Post Masters Education)

## Library Resources

**Question:** Which of the following are important to you?



### Summary

All distance-education graduate students said that the ability to request materials was an important library service, followed by 70% selecting online real-time help and 60% selecting help by appointment. Three students said that in-class research sessions were important, two in Education programs and one in Nursing. None selected themed displays.

## Library Services Meet Needs

**Question:** These are the resources that you said are important to you. To what extent do the following meet your needs at Clark Library?

Row Labels	Completely	Somewhat
<b>In-class research sessions led by library staff</b>	<b>2</b>	<b>1</b>
<b>Online real-time help (chat or consultations)</b>	<b>4</b>	<b>3</b>
<b>Help by appointment</b>	<b>4</b>	<b>2</b>
<b>Ability to request books/articles/chapters/etc. from other libraries</b>	<b>7</b>	<b>3</b>

Comments:

“It was awesome when Stephanie came to the ED522 Legal Issues class in Fall 2019 to help us learn how to do research. But I wonder if it might be helpful to pop into other HESA classes too because we're all taking the classes in different orders. Maybe consider ED520 History of Higher Ed too? I think those alternate years.” (ED HESA)

“I am working on my thesis and the online website and databases help me find relevant information!” (ED PACE MAT)

“I appreciate the speed of which the requested articles arrive in the portal.” (MBA)

## How can the Clark Library Support Distance-Education Graduates?

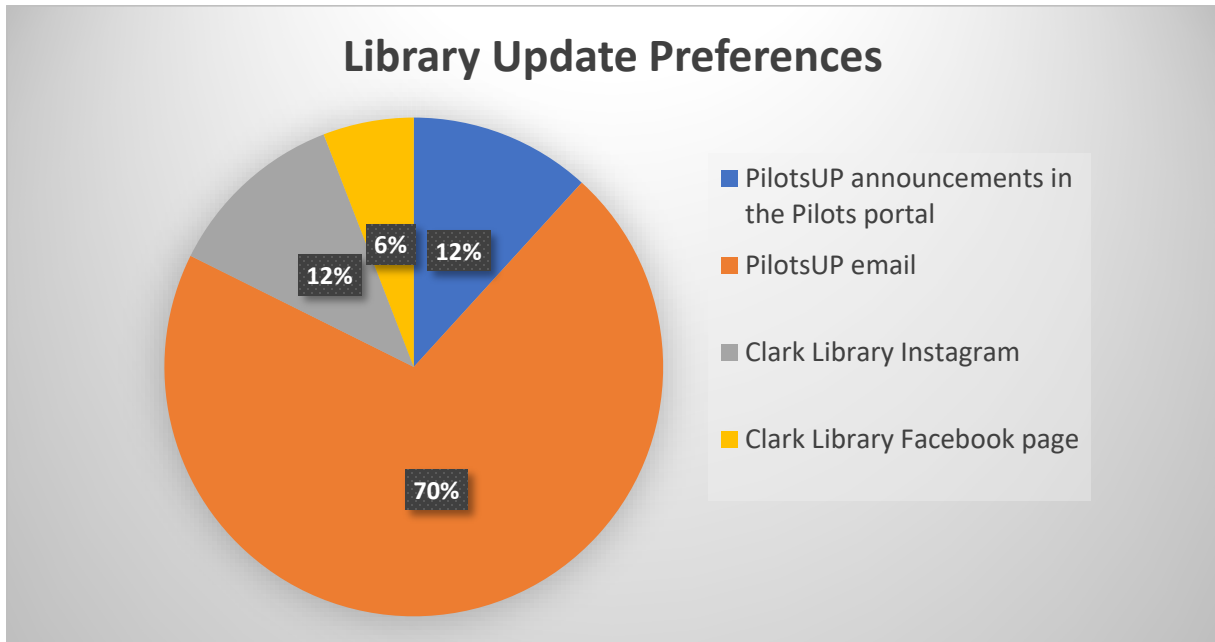
**Question:** How else can the Clark Library support you in your academic and extra-curricular work?

### Summary of Clark Library Support Comments by Themes

Themes	Summary
<b>Improve website menu</b>	Comment: "Just maybe think about reorganizing the website menu to be more intuitive?"
<b>More subscriptions</b>	Comment: "Attain more subscriptions to helpful resources for student research."
<b>Add material for marketing and projects</b>	Comment: "I think something about how to create an online portfolio and/or marketing materials for our DNP projects would have been nice."

Also "The only negative interactions I have had in the library is when other students get offended and rude when I tell them I have the study room reserved."

## Library Communication Preference



### Comments:

- I like PilotsUP
- I always skim the PilotsUP announcements via email anyway (since I am also UP staff), so that's the best way for me to be sure to see updates.
- I didn't follow the clark library on facebook/instagram so didn't know that was an option.
- I don't use social for school.
- I consistently check my UP email.
- I appreciate visual and succinct communication.



## Library and Museum Resources

**Question:** The University Museum creates displays and blog posts about the history of campus. What aspects of University history would you be interested in?

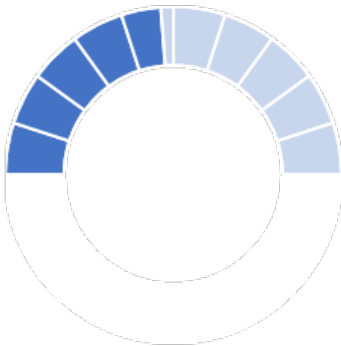
Count	Theme
3	UP History
2	DEIJ
2	Nursing History
1	Student Life

Comments:

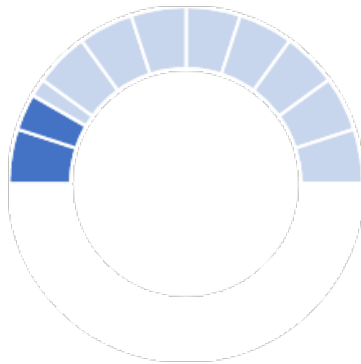
- mostly things like policy/organizational changes re: DEI and accessibility
- Why are the colors purple and white?
- Old pictures are my favorite.
- Anything really but nursing is always of interest to me.
- UP nursing history!
- How has the university been involved in social justice in its 100 years?
- Community outreach history

**Question:** Are you aware of the following ways in which the Library showcases University History?

**Digital Collections**



**University Museum Blog**



**Summary**

**Only 2 respondents indicated they knew about the museum blog, while nearly half (5) were aware of the digital collections.**

**Comments**

- I have only used the library to access research for class.
- I was not aware of these resources.
- I am not aware of any displays produced by the library

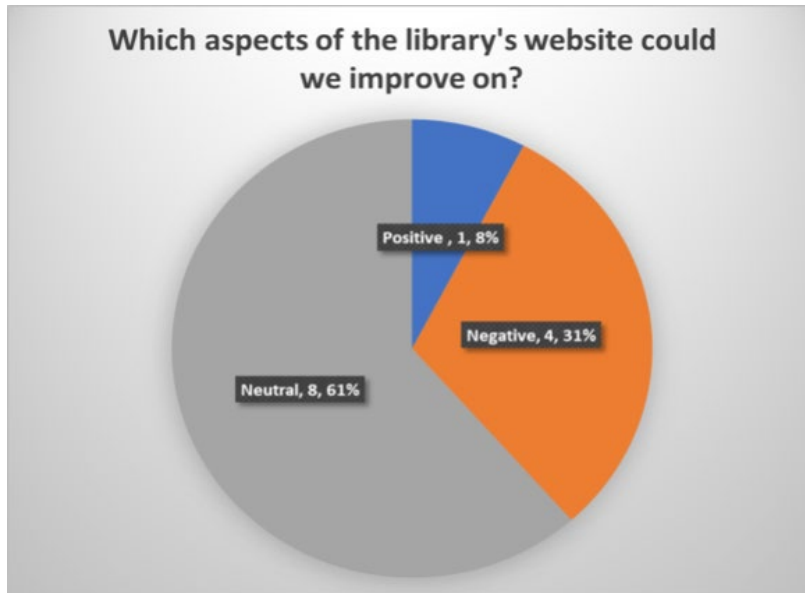
**Recommendations**

More marketing about the resources.

**Comments**

- I didn't know about the blog
- I was not aware of these resources.
- I definitely would not have known about the Museum blog or the Digital Collections before working in the library.

## Library Website Improvements



Example comments:

“Digital reserve- easier to find and navigate”

“General organization of the menu”

“A slightly less busy interface.”

“I'm still a bit confused about the differences between Pilot Scholars, Digital Collections, and the online Museum presence.

“It's confusing to me when Primo tells me something is not available at UP, but then lists something that appears to be in the stacks -- does this mean there is a Summit loan from our library out at another library?

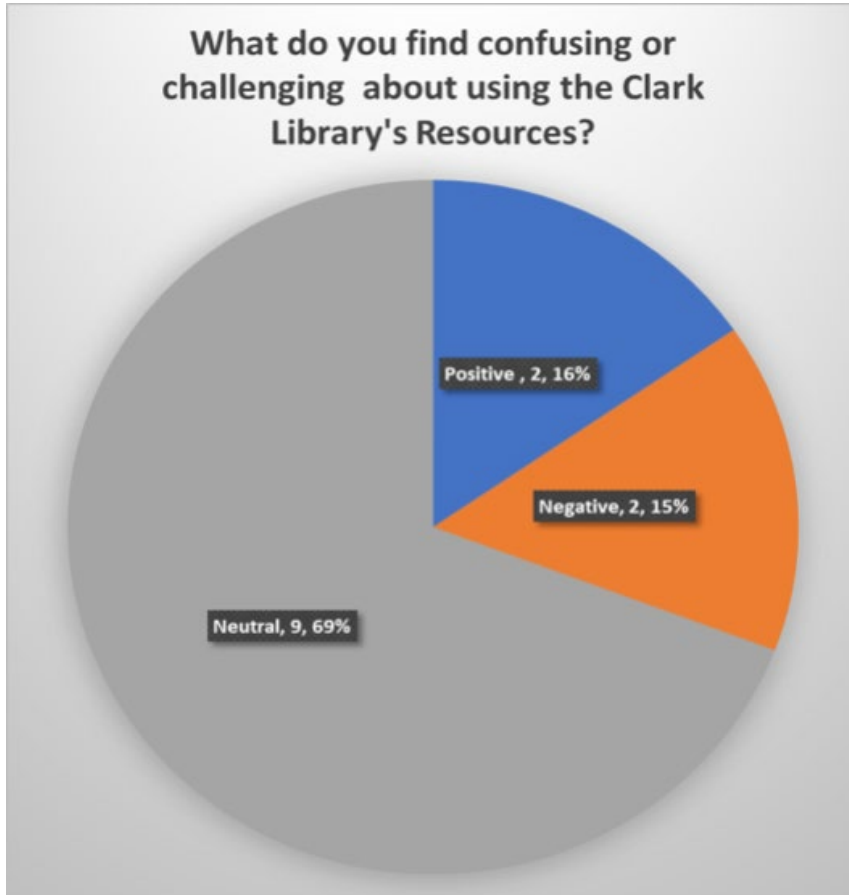
\* I feel guilty requesting very many ILL articles because now I know we pay for each of them!

\* I seem to be caught in an endless loop of overdue notifications for a book I never checked out, and have been working with the circ team for like 3 months to try to resolve it. Not sure what happened there!

\*I just want to say that all these problems are minimized when I know I can schedule an appointment with a reference librarian and get all my questions answered -- thank you!!!

### Summary

Most respondents had no comments to provide. Of the 5 responses, 4 said the Clark Library should improve the website.



Example comment: "It's confusing to me when Primo tells me something is not available at UP, but then lists something that appears to be in the stacks -- does this mean there is a Summit loan from our library out at another library?"

**Summary**

An equal number of respondents found Summit and ILL to be helpful while also confusing when searching for resources.